

Georgia Department of Human Resources Division of Aging Services Requirements for Non-Medicaid Home and Community Based Services

Section 200.

General Services Requirements

§ 206 Senior Center Requirements

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§ 206.1 Purpose.

The requirements contained in this section are to be used by senior center facilities to meet the operational, programmatic and service requirements for any activities provided under the auspices of the centers.

§ 206.2 Scope.

These requirements apply to all senior center facilities, including nutrition sites and multipurpose centers, and services provided at or through these sites. The facilities are operated under contract or agreement and may be funded in whole or in part through Older Americans Act funds, State general revenues, other funding granted or appropriated through the Division of Aging Services for use in providing services, or other funds pooled with such funds to meet the costs for services under the Older Americans Act.

§ 206.3 Service Objectives and Eligibility.

To provide a community facility where persons aged 60 or older meet to pursue mutual interests, receive services, and take part in activities that will enhance their dignity and quality of life, support their independence, and encourage their continued involvement in and with the community. Through the intake and screening process, AAAs determine the eligibility of applicants for services provided through senior centers for which there are waiting lists or for which the AAAs wish to gather data concerning the need for development.

- (a) A multi-purpose senior center is defined as a community facility for the organization and provision of a broad spectrum of services, which shall include, but not be limited to, provision of health and wellness services (including mental health services), social, nutritional, educational services, volunteer opportunities, employment and financial assistance, and the provision of facilities for recreational activities for older individuals.¹
- (b) Senior centers may allow the participation of non-elderly spouses of participants or disabled adult dependents of participants, when feasible and appropriate, to allow the continued participation of the elderly care giver.
- (c) Area Agencies and providers of senior center services may allow other non-elderly disabled persons to attend senior centers and participate in program activities, as long as no elderly (60+) person in need of services is displaced or otherwise prevented from attending and participating. Area Agencies may develop, or assist contractors in developing, policies and procedures which provide that non-elderly participants pay part or all of the costs of the center services.

¹ Older Americans Act of 1965, as amended through December 31, 1992

§ 206.4 Facility Requirements

- (a) Center facilities, including those providing nutrition services, are to be located, to the greatest extent possible, in areas central to and accessible by targeted populations. This means that centers, including those classified as, or housing nutrition sites, are to be located in as close proximity as possible to the majority of eligible individuals' residences, within walking distance where feasible, and where possible, with transportation to and from the site made available.
- (b) Area Agencies on Aging shall assure that all center facilities funded through Division of Aging Services contracts are designed, constructed, furnished, and maintained in compliance with all applicable federal, state and local health, fire safety, building, zoning, and sanitation laws, ordinances, or codes, including the Occupational Safety and Health Act, as amended (OSHA), and the Americans with Disabilities Act, as amended (ADA).²
- (c) The center management staff shall identify space affording privacy and confidentiality where such services as individual counseling may be provided. If no separate room is available full time in an existing facility, staff may provide the individual counseling in shared place as long as other occupants of the room vacate the room.
- (d) Centers at which congregate meals are served shall provide a minimum of 12 square feet of dining space per participant and an additional 12 square feet per participant if services and activities other than dining are provided.
- (e) Outdoor space. Any outdoor spaces used by participants must be safe and suitable for recreation activities:
 - (1) The area must be connected to, be a part of, be controlled by, and be directly accessible from the center.
 - (2) Exterior activity areas shall include protected, shaded areas.
 - (3) The areas must be properly furnished with safe, clean furniture and equipment.
- (f) Existing buildings:
 - (1) Must meet all local requirements pertaining to the occupancy and use of the building as a senior center.

² References: Accessibility in Georgia, The Governor's Council on Developmental Disabilities for Georgia, June 1996, and Senior Center Facility Design, A Technical Assistance Guide for Providers of Services to the Aging, 1993, The National Eldercare Institute on Multipurpose Senior Centers and Community Focal Points.

- (2) Must be of recognized permanent construction, as distinguished from movable buildings or construction.
- (3) Must have electrical, plumbing, and mechanical systems which are safe and in working order as evidenced by a fire marshal, city or county building official having jurisdiction, or a report from a registered professional engineer.
- (4) The Division will consider written requests for waivers of requirements for existing facilities for modification or deviation from the requirements, only to the extent that reasonable life safety against the hazards of fire, explosion, structural or other building failure is assured.

§206.5 Center Environment

§206.5.1 Sanitation

- (a) Food Service³
 - (1) Individuals who prepare or serve meals at the site shall wear clean clothing and wash their hands before and after each handling of food, and after using the toilet.
 - (2) Center participants who assist in preparing or serving food shall be directly supervised by staff.
 - (3) All kitchen utensils and food contact surfaces used in the preparation, storage and food service shall be thoroughly cleaned and sanitized after each use.
 - (4) Single-service utensils may not be reused.
 - (5) Effective July 1, 1993, all newly constructed/renovated centers providing nutrition services must have a dishwasher to accommodate cleaning and sanitizing of food service utensils and durable tableware, plates, cups, glasses, where used.⁴
 - (6) If food is prepared at the center, the dining area and food preparation areas shall be separate from each other.
 - (7) If food is prepared at the center, the kitchen must have separate hand washing fixtures, providing hot and cold water, soap and individual towels (preferably paper).

rev. 8/2002³ Reference: Division of Aging Services Nutrition Services Requirements. Also all Rules and Regulations of the State of Georgia, §290-5-14, Food Service, apply to senior centers at which food is prepared and/or served. If there are conflicts between these guidelines and the state rules and regulations, the state rules and regulations shall apply.

⁴ For sites not subject to this provision, refer to Appendix 206-A, regarding guidelines for manual dishwashing.

- (8) Where kitchen areas are used only to serve food prepared elsewhere and cooking equipment is used to warm food, prepare hot drinks, or provide similar limited food service, separate hand washing sinks in the kitchen areas are not required.

(b) Food Storage.

- (1) All food and drink shall be stored in a safe and sanitary manner. No food and drink shall be stored on the floor.
- (2) All perishable foods shall be covered and refrigerated at or below 41 degrees Fahrenheit (5 degrees Celsius) and stored in a sanitary manner.
- (3) Freezing units shall be maintained at or below 0 degrees Fahrenheit (-18 degrees Celsius). Foods to be stored in a freezer shall be wrapped in appropriate materials or containers and identified with the storage date and contents.

(c) General conditions. The grounds, building and furnishings shall be free from litter, clean and safe and in good repair.

- (1) Waste, trash and garbage must be removed from the premises at regular intervals, in accordance with state/local practices.
- (2) All outside containers for storage or refuse disposal must have tight fitting lids which are left in closed position.
- (3) Containers must be maintained in clean and serviceable condition.
- (4) Floors must be constructed of materials appropriate for the intended use of each room or activity area, maintained in good condition and cleaned regularly. Materials used for flooring and floor coverings shall be slip-proof and secured to prevent falls.
- (5) Walls and ceilings must be structurally sound and maintained, cleaned, repaired and/or painted when needed. Painted surfaces and wall coverings must be washable.

(d) Toilet rooms and fixtures shall function properly and shall be equipped with adequate supplies and maintained in a sanitary and odor free condition.

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- (1) For new center construction, there must be complete, separate and adequate restroom facilities for men and women.⁵
 - (2) There must be a minimum of one toilet and one lavatory for every 15 participants or fraction thereof.
 - (3) Existing centers with only one toilet must assure that the unisex restroom complies with accessibility requirements.
 - (4) Multiple toilet rooms must be compartmented.
 - (5) At least one toilet must be equipped with grab bars.
 - (6) Lavatories must provide hot and cold water, soap and either warm air dryers or a sanitary source of paper towels. Hot water temperatures at lavatories/sinks used by participants shall not exceed 120 Fahrenheit.
 - (7) Exposed lavatory pipes must be covered with adequate, appropriate insulating materials.
- (e) Odor control. All bathrooms, toilet rooms and other odor-producing rooms, or areas where soiled materials are handled, must be mechanically ventilated to the exterior. Windows may not be the sole source of ventilation.
- (f) Pest control. The facility must make every effort to guard against insects, rodents, and any other condition that would affect a sanitary environment.
- (1) A pest control program must be provided by qualified center staff or through contract with a licensed pest control company, using the least toxic and flammable chemicals available.
 - (2) The facility shall maintain documentation of routine pest control work performed.

§206.5.2 Safety and Accessibility⁶

- (a) The center shall have a standard telephone (not a pay telephone) on the premises, which is immediately accessible to all occupants during the center's hours of operations. Center management shall post and maintain a list of local emergency numbers, including civil defense and emergency management offices, at each telephone.
- (b) Stairs, walks, ramps and porches shall be maintained in a safe condition.

⁵ Center staff shall assure that spouses or others helping participants have access to toilet rooms to provide needed assistance.

⁶ The physical plant safety requirements are designed to assure the safety of center participants and staff. Senior centers must conform to all applicable state laws and local ordinances pertaining to occupancy. When local laws, codes and ordinances are more stringent than DAS requirements, the more stringent requirements govern. All centers must meet the provisions and requirements concerning accessibility for persons with disabilities, including the Americans with Disabilities Act of 1990 (P.L. 01-336; Title 42, U.S.C. Ch. 126

- (1) All stairways must have handrails of substantial materials and construction (wood or metal) properly installed.
 - (2) Elevators must be maintained in safe, operating condition and inspected annually.
 - (3) Newly constructed ramps must not exceed 1:12 slope (1 foot rise per 12 linear feet).
 - (4) Ramps, walks, and steps must be of slip- resistive texture and be smooth and uniform without irregularities in the surfaces.
- (c) If the center uses animals as a part of the program activities, any such animals shall be tolerant of people on the premises, and vaccinated against rabies, if indicated. Documentation of immunizations for all animals shall be maintained at the center.
- (d) Center participants shall have access to a supply of safe drinking water at all times.
- (e) Each center shall have a written emergency response plan, with procedures for responding to fires; tornadoes and other weather-related emergencies; missing participants; injuries; and other emergencies. The center must:
 - (1) conspicuously post the evacuation plan, including exit routes, in a legible form throughout the site;
 - (2) train all staff on their duties during an emergency;
 - (3) practice and maintain documentation of quarterly fire and annual tornado drills, including a notation of the amount of time required for participants and staff to complete the drill. Staff will provide fire drill instruction promptly to new participants who enter the program between quarterly drills.
- (f) Parking. The senior center shall be sited and parking lot areas planned to provide for all spaces to be "universal" parking spaces or to provide for an appropriate number of accessible spaces in accordance with the Americans with Disabilities Act Accessibility Guidelines and the Georgia State Accessibility Code.⁷

- (g) Passenger loading zones. The access aisle must be adjacent to the space vehicles use for loading passengers and must be connected to the building by an accessible route or level path.

§206.5.3 Fire Protection and Personal Safety

- (a) Fire safety is to be observed at all times.
 - (1) The provider of center management shall obtain a fire inspection prior to initial occupancy, and maintain written documentation of fire safety inspections conducted annually thereafter, as well as any other inspections required by local authorities.⁸
 - (2) The building housing the center must be kept in good repair:
 - (A) Electrical, heating and cooling systems must be maintained in a safe manner.
 - (B) Electrical appliances must be used in a manner that prevents overloaded circuits.
 - (C) Extension cords in excess of 6 feet in length must be secured to floors with sturdy tape to prevent falls. Cords may not be placed under rugs or carpeting if present.
 - (D) Curtains, draperies, blinds, and/or shades must be of flame retardant materials.
 - (3) Natural gas fuel.
 - (A) For new construction of facilities using natural gas systems, management must arrange with a local natural gas utility to conduct an initial test of gas pressure from the meter.
 - (B) For existing facilities, pressure tests must be conducted whenever there are major renovations or additions which require an interruption of gas service.
 - (C) All gas heating systems must be checked for proper operation and safety prior to the heating season each year by a qualified individual.
- (b) Fire extinguishers.

⁸ Centers located in areas without municipal or county fire departments shall contact the Office of the State Fire Marshall for assistance with obtaining inspections.

- (1) Each center shall have at least one 2A, 10- B-C fire extinguisher per 1,500 square feet of space, or multipurpose extinguishers with acceptable alternative ratings as approved by local fire inspection officials.
 - (2) If square footage indicates the need for only one extinguisher, it shall be located near the kitchen/food service area.
 - (3) Each fire extinguisher shall be maintained in operable conditions at all times, inspected once a year by a qualified person, and shall bear a label indicating condition and date of last test.
 - (4) All staff members shall be instructed in the use of the fire extinguisher(s).
- (c) Stored items. Items in storage must be neatly arranged and placed to minimize fire hazard.
- (1) Center management shall assure that there is appropriate storage space for participants' personal items, such as coats and umbrellas, while they are present at the center.
 - (2) Flammable substances may not be stored in a building housing participants, unless such storage is approved by the local fire marshal.
 - (3) Accumulations of extraneous materials and refuse is not permitted.
- (d) Smoking. The Surgeon General of the United States has determined that the smoking of tobacco constitutes a health hazard. Smoking of tobacco inside the center facility is prohibited during the hours of operation of senior programs and in interior areas designed for activities funded by the Division of Aging Services. The center management may designate exterior smoking areas, if containers of non-combustible materials and safe design are provided for the safe disposal of tobacco products.
- (e) Each site must have working smoke detectors in all activity rooms, food preparation areas (if applicable) and hallways. Staff shall test such devices monthly and maintain a record of testing.
- (f) Center management staff shall assure that basic first aid supplies are maintained, clearly marked and accessible to all trained staff. Staff shall assure that any items bearing shelf dates are replaced in a timely manner to prevent expiration.

**§ 206.5.4 Interior
and Furnishings**

- (a) The center shall provide sufficient furniture and equipment for use by participants, which assure comfort and safety, and are appropriate for the adult population being served.
 - (1) Furniture and equipment shall be arranged in a manner that does not obstruct exits or create barriers to movement inside.
 - (2) Each site will provide seating for each participant and chairs and table space sufficient to seat all participants for dining at one time.
 - (3) Textiles or other materials used in furnishings shall be stain, soil and moisture- resistant, easily cleaned and flame retardant.
- (b) Climate control. During winter heating months, room temperatures shall be maintained at not less than 70 degrees Fahrenheit. During summer months, room temperatures shall be maintained at a temperature setting which assures the health, safety and comfort of the participants.
- (c) Lighting.⁹ Facilities shall be planned and constructed to provide as much natural lighting from windows as possible, using shades, blinds or draperies to control/ prevent glare.
 - (1) Illumination for dining areas shall provide for a minimum of 50 footcandles of ambient light.
 - (2) Illumination for activity areas, such as craft rooms, shall provide for a minimum of 100 footcandles of ambient light.
 - (3) Illumination for bathrooms shall provide for a minimum of 30 footcandles of ambient light.
 - (4) Illumination for food preparation areas shall provide for a minimum of 50 footcandles of ambient light.
 - (5) Light sources, both installed fixtures and table and floor lamps, shall be incandescent and non-glare in design and installation.
 - (6) Tile floors shall be finished to prevent glare and maintained with non-glare polishes/waxes.
 - (7) Overall lighting design and installation shall provide for consistency of lighting levels throughout the facility, particularly in transition areas from exterior to interior and between rooms, particularly in hallways.

⁹ Ambient light levels are minimum averages measured at 30 inches above the floor in a horizontal plane. Task light levels are absolute minimums.

- (d) Transmission of sound shall be controlled through acoustical ceiling materials; carpeting in appropriate areas,¹⁰ if participants' mobility would not be reduced; upholstered furnishings; partitions between activity areas; and isolation of rooms/areas in which noisy activities take place (e.g. kitchens, mechanical rooms, etc.)

§ 206.6 Center Operations

- (a) Average daily attendance. Each center providing congregate meals must serve an average of at least 20 participants per day, based on the average number of meals served per day during any given month, considering all meals served through all fund sources.
- (b) Centers providing nutrition services shall serve hot or other appropriate meals at least once a day, five days a week, for a minimum of 250 service days a year.
- (c) Centers providing nutrition services may schedule up to 10 holidays per year, provided management makes provision for meals needed by participants during the holiday closing.
- (d) Each center must be open to participants for a minimum of 4 hours per day. Management must provide adequate coverage by paid staff to assure that a responsible person is present in the center at all times that participants are present, including during meal service.
- (e) All full time staff shall have and maintain certification in basic first aid, cardio-pulmonary resuscitation (CPR) and be able to perform the Heimlich Maneuver. Staff shall be knowledgeable of when to attempt first aid or when to call for emergency assistance. At least one trained staff person shall be present in the facility whenever participants are in attendance. Management shall maintain documentation of training and certification activities in accordance with the programs and renewal schedules of certifying organizations.
- (f) Center management shall post in visible locations and in legible formats the following:
 - (1) the certified menu for the week and information on meal costs.
 - (2) policies and procedures for making voluntary contributions (including acceptance of Food Stamps) and any cost share required by specific fund sources.
 - (3) the calendar of planned activities in sufficiently large print to be legible to visually impaired participants.

¹⁰

Carpetting is not an appropriate floor covering in areas in which food is prepared and/or served.

- (4) notices of accessibility and non- discrimination policies and participant complaint procedures.
 - (5) the emergency evacuation plan
 - (6) visual nutrition education materials.
- (g) Governance
 - (1) If the senior center is itself a free-standing organization, its governing body shall develop written basic operational policies and procedures, consistent with its purposes and funding, and make them available to paid and volunteer staff, participants, funders, and other interested individuals upon request.
 - (2) If the senior center is part of an umbrella organization, the parent body shall be responsible for the development of the basic operational policies, including personnel policies, and procedures, and also making them available to paid and volunteer staff, participants, funders and other interested individuals upon request.
- (h) Site approvals, relocations and closings.
 - (1) AAAs shall establish policies and procedures for contractors to use in providing notice to the AAA of any new sites to be occupied, relocated or closed. The AAA is responsible for providing written notice to the Division of any proposed senior center site closing or relocation at least two weeks prior to the proposed action, unless the closure/ relocation is due to an emergency (fire, inclement weather, utility outages, etc.) In the event of such an emergency, the AAA shall notify the Division within 24 hours of closing or the next business day, whichever occurs first.
 - (2) AAAs shall request written approval from the Division for any new sites prior to occupancy, as well as for site relocations of more than five days duration. In the request, the AAA shall document that it has completed an on- site review and assure that the site is ready for occupancy.
 - (3) AAAs shall provide written notice to the Division of any site modifications or renovations, if such changes would reduce accessibility or otherwise affect continuity of services. Center management is responsible for scheduling incidental repair/renovation work to interfere as little as possible with program activities.

§ 206.7 Political activity.

Senior center facilities shall not be used for political campaigning. Political materials shall not be posted nor distributed in center facilities. Nothing herein, however, shall prohibit holders of or candidates for public offices from visiting in senior centers to observe their operations and/or to receive input from senior constituents regarding their service needs. Political forums may be held, as long as all candidates are invited to participate.

§ 206.8 Service needs/ outreach.

Each provider operating a senior center facility or facilities, funded in whole or in part through Older Americans Act funding, shall specify in an annual proposal or update how the service needs of participants will be assured in accordance with their needs and interests. Providers also shall specify how outreach efforts will be conducted to identify eligible persons, with special emphasis on those in greatest social and economic need. AAAs shall develop procedures for contractors to refer persons identified through outreach activities to the AAA for intake and screening, prior to services being initiated.

§ 206.9 Insurance.

- (a) Each entity/organization operating a facility for senior center activities shall carry, at a minimum, general liability coverage for staff, volunteers and participants.
- (b) The organization shall provide workers compensation benefits for paid staff.
- (c) The organization shall maintain appropriate and sufficient insurance coverage against damages and loss on the building and its contents.
- (d) In the event that the agency self insures, its operating body/administrative entity shall assure that sufficient funds are set aside to cover such insurance needs.

§ 206.10 Voluntary Contributions and Service Cost Share

- (a) Providers of senior center services shall develop and submit to the AAA for review and approval procedures which provide participants the opportunity to make voluntary contributions, which protect each person's privacy with respect to his/her voluntary contribution, for Older Americans Act funded services, and which assure accountability for and safekeeping of contributions collected.
- (b) Meals and nutrition-related services funded through the Older Americans Act may not be cost shared.
- (c) The provider shall assure that no one is denied service because s/he cannot or will not voluntarily contribute to the program.
- (d) If services are provided through funding which permits or requires a cost share, the management must inform participants of the conditions for participation.

- (e) The provider may assess a fee for activities to cover the cost of supplies, materials or the time of a professional instructor.
- (f) The provider shall develop procedures for assessing and collecting fees for any cost shared services, in accordance with DAS requirements.

§ 206.11 Reversionary policy.

The policy with regard to protecting the federal reversionary interest in senior centers is as follows:

- (a) When Older Americans Act funds have been used for the acquisition, construction, and/or alteration/renovation of a senior center facility, there remains a federal reversionary interest for the current market value of the facility equal to the percentage of Older Americans Act funds contributed to the original costs of the facility for ten years after acquisition, or for 20 years after the completion of construction.
- (b) Each AAA shall maintain an accurate inventory of center facilities which were acquired, constructed and/or renovated with Older Americans Act funds and provide an accounting to the Division upon request.
- (c) The federal government, through the Division, is entitled to recover its funds in accordance with the Older Americans Act if:
 - (1) the owner of the center facility ceases to be a public or non-profit private agency or organization; or
 - (2) the facility ceases to be used for the purpose for which it was acquired, within the above time periods.
- (d) It shall be the responsibility of the AAA to notify the Division in writing within ten business days after any changes occur which could affect the federal reversionary interest in a center facility.
- (e) All grantees of Older Americans Act construction or acquisition awards must file a notice of record within 30 calendar days with the appropriate unit of local government upon purchase or completion of construction of the facility.

§ 206.12 Designation of Focal Points.

- (a) The AAA is the focal point and advocate for older individuals within the communities served in each region. The AAA may designate, where feasible, additional focal points, giving special consideration to designating senior centers, including multipurpose senior centers. The AAA is the single point of entry to the regional service delivery system, but sites may continue to respond to requests for information and direct inquiries to the AAA for appropriate handling.

The AAA is responsible for developing local procedures which address coordination among other focal points. In naming a site as a focal point, the AAA shall consider:

- (1) accessibility of both location and physical facility;
 - (2) adequacy of space for housed services and activities;
 - (3) the ability to provide privacy for interviewing persons requesting assistance; and
 - (4) the ability to provide access to additional community services which are available and which reflect as closely as financially possible the needs of older residents and promote independence and dignity of older persons.
- (b) The AAA will specify in grants, contracts and agreements implementing the area plan the identity and location of each focal point designated.

§ 206.13 Programming.

Senior centers must plan for and provide a broad range of group and individual activities which reflect the needs and interests of the participants and other older persons in its service area.

- (a) Center management shall develop and implement formal mechanisms for soliciting input and feedback regarding program activities and use the data in the process of planning and evaluating the effectiveness of center activities.
- (b) The provider organization/center management shall consider the demographics of the area served by the center(s) in projecting future programming needs.
- (c) All centers must provide a minimum of one hour of planned activities per day, in addition to any nutrition education services provided.
- (d) Center management is responsible for assuring that any programs presented by proprietary organizations or individuals are informational in nature only and not for the purpose of selling goods, products or services to participants.

§ 206.14 Staffing and Supervision.

- (a) Staff responsible for the operation of senior centers must demonstrate appropriate knowledge of and skills in working with an elderly population, general ability to manage administrative requirements, including the ability to complete required fiscal and programmatic reports in an accurate and timely manner, and to gather and report required client data in the specified manner by the Area Agency and/or Division.

- (b) Unless designated as a satellite site ¹¹, each center must assign at least one full-time, paid staff person to be responsible for day-to-day operations.
- (c) If center services include congregate meals and related nutrition services, the lead staff person(s) shall receive training from an appropriate source training in nutrition site management, food handling and food safety. Newly hired staff shall complete the training prior to assuming full job responsibilities. Sources of training may include, but not be limited to, county cooperative extension services, adult and technical education programs, or other educational institutions.
- (d) Contractors shall provide adequate numbers of qualified staff to implement the activities and services planned to meet center and participant objectives, to manage administrative requirements, sufficient for the number of persons served and frequency of services provided.
- (e) Contractors shall establish a formal system of supervision for both paid and volunteer staff, including regular individual conferences and group staff meetings.

§ 206.15 Attendance and Discharge Policies.

Each senior center, or organization providing senior center services at multiple sites, shall develop and submit for review and approval by the AAA, policies which address conditions for attendance and participation in activities. Policies shall address

- (a) discharge planning for persons whose health has declined to the point that center staff assumes unnecessary risk in attempting to provide services for the person while at the center.
- (b) staff protocols for dealing with behavioral problems, including discharge from center participation.
- (c) provision of advance written notice, whenever possible, of discharge to the client and/or his/her representative
- (d) referral to appropriate sources of treatment or other services.

§ 206.16 Reporting of incidents or accidents.

Senior center staff shall assure that any incident or accident involving either staff, volunteers, or participants is reported promptly to the administrative offices of the parent organization (if appropriate), or to the AAA directly. The AAA shall determine the standard of promptness for reporting.

¹¹ AAAs may designate as satellite sites those nutrition sites which do not have sufficient average daily attendance to warrant full time staffing by paid employees and which do not meet the requirement for minimum service days. Satellite sites may be staffed by volunteers.

§ 206.17 Mandatory reporting of suspected abuse, neglect, or exploitation.

All senior center staff are mandated reporters according to state law ¹² and shall be familiar with and shall be able to recognize situations of possible abuse, neglect, exploitation, or likelihood of serious physical harm involving older persons. Center staff are responsible for reporting suspected abuse, neglect or exploitation to the appropriate law enforcement agency, prosecuting attorney, or the county department of family and children services.

§ 206.18 Emergency plan.

Each site shall develop a plan of operation, to include evacuation, in the event of fire, inclement weather or other emergency. (See §206.5.2, "Safety and Accessibility.")

- (a) If the site has individuals (either staff and/or participants) with hearing or visual impairments or gait/mobility impairments, the evacuation plan must address how such individuals will be assisted.
- (b) Staff must assess participants' ability to react and respond appropriately in emergencies, and identify those persons who would require assistance. Center management is responsible for training participants, staff and volunteers on what to do in the event of emergency.

§ 206.19 Site councils.

AAAs shall encourage, and when feasible, assist in the development of senior center site councils to provide representation of participants; input on program/activity planning; feedback on quality/acceptability of services provided (particularly regarding quality of meals and input on menu planning); and recommendations for improved center operations. Center management shall offer the option of establishing site councils where none currently exist, and participants shall elect members and officers from among themselves.

§ 206.20 Non-sectarian use.

Centers acquired and/or constructed with federal funds or operated with federal funds shall not be used for sectarian instruction or as places for formal religious worship.

§ 206.21 Program evaluation

- (a) AAAs shall assure that each senior center/contractor organization develops and implements an annual plan to evaluate and improve the effectiveness of program operation and services to ensure continuous improvement in service delivery.
- (b) The evaluation process shall include:
 - (1) a review of the existing program.
 - (2) satisfaction survey results from participants, volunteers, families and referral sources.

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- (3) program modifications made that responded to changing needs or interests of participants/ volunteers .
- (4) proposed program and administrative improvements.
- (c) Each center with an individual contract, or center management provider, shall prepare and submit to the AAA annually a written report which summarizes the evaluation findings, improvement goals, and implementation plan for each site. The report shall be submitted no later than the end of the first quarter of the new fiscal year (September 30).

§ 206.22 Fiscal management.

Contractors providing senior center services shall practice sound and effective fiscal planning and management, financial and administrative record keeping, and reporting. Contractors will use the Division's Uniform Cost Methodology on an annual basis to analyze, evaluate and manage the cost of center operations, services and activities. At a minimum, centers shall establish procedures for the appropriate handling and accounting for all sources of program and project income, including voluntary contributions, fees, and income generated through fund raising events.

§ 206.23 Quality assurance and compliance monitoring.

AAAs shall monitor senior centers for compliance with these and any other applicable requirements and evaluate program effectiveness, including client and program outcomes, at least annually.

§206.24 Laws and codes.

Each senior center must be operated in compliance with all federal, state, and local laws and codes that govern facility operations, including but not limited to space; heating, ventilation and air conditioning (HVAC); plumbing; lighting systems, fire safety; sanitation; insurance coverage for facility, staff and participants; and wage and hour requirements.

Appendix 206-A
Guidelines for Manual Dishwashing

Guidelines for Manual Dishwashing

Centers for which the requirement for automatic dishwashers does not apply shall use the following guidelines for manually washing dishes and utensils used in the preparation and service of food.

1. All utensils and dishes shall be scraped and prewashed under running water.
2. Facilities providing site prepared meals must provide a three compartment sink and use the following three step procedure for manual dishwashing:
 - (A) Wash in water of at least 110 degrees Fahrenheit (43 degrees Celsius.);
 - (B) Rinse by immersing dishes and utensils in clean, hot water to remove soap/detergent; and
 - (C) Sanitize by immersing dishes and utensils for at least two minutes in a solution of sanitizer acceptable under DHR Rules and Regulations for Food Service.
 - (D) Sinks must be large enough to permit the complete immersion of utensils and equipment; each compartment must be supplied with hot and cold potable water.
 - (E) A two-compartment sink will be acceptable for washing food preparation containers and utensils, only where single-service (disposable) tableware is used.
3. Single-service (i.e. disposable) tableware is not washed and reused.

Appendix 206-B

ADAAG Guidelines for Scoping Accessible Parking

**Number of Accessible Parking Spaces
with 60-inch Wide Access Aisle¹³**

Total number of vehicles parking in lot			Required Minimum number of accessible spaces
1	to	25	1
26	to	50.....	2
51	to	75.....	3
76	to	100.....	4
101	to	150.....	5
151	to	200.....	6
201	to	300.....	7
301	to	400.....	8
401	to	500.....	9
501	to	1000.....	2 percent of total
1001	and over.....		20 plus 1 for each 100

Typical car accessible parking space*

96" wide parking space
+ 60" wide access aisle
= 156" (13') for space and aisle

Van accessible parking space*

96" wide parking space
+ 96" wide access aisle
= 192" (16') for space and aisle

Universal parking space*

132" wide parking space
+ 60" wide access aisle
= 192" (16') for space and aisle

Note: if only one accessible parking space is provided, it must be a van-accessible space.

* access aisles may be shared by two parking spaces